

# Top 10 Features to Look for in Call Center Software

1

## Unified Agent Desktop

Improve the [insurance customer journey](#) with access to all interaction records and all channels of communication from one location.

2

## Call Routing

AI-powered interactive voice response (IVR) allows calls to be transferred to the agent with the most knowledge of a particular manual or policy wording.

3

## Call Scripting

If your team handles a high volume of calls regarding claims on similar topics, call scripting can help to craft common scripts for agents to use.

4

## Call Recording

Recording all calls can help for training purposes to better improve the customer experience.

5

## Analytics

This feature would give you the ability to measure call volume, trends, and the overall performance of your agents.

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Set your agents up for success with accurate and updated documents. Learn how to achieve this by [conducting an internal content audit](#).

6

## Integrations

Your agents will be able to provide better service to customers with access to the right tools, such as your [insurance knowledge management solution](#).

7

## Cloud-Based Calling

This option will be cheaper to install and maintain than a typical landline phone system.

8

## SOC 2 Compliance

The insurance industry handles extremely sensitive information, so make sure the tool you select can provide powerful enough data security.

9

## Custom Greetings

Record a custom message to greet customers whenever they reach out to your call center.

10

## Help Desk

[Digital transformation](#) is a process — make sure you have access to your tool's support team so they can assist you along the way.